
Doctor Support

Hospital Administrator Manual

Coswa Healthcare (P) Ltd.



Contents

INTRODUCTION	8
About Us	8
What is Dr.Support?.....	8
What is our mission?.....	9
BENEFITS FOR HOSPITALS	11
Front – office work will be reduced.....	11
Publicity of Hospital Information	11
Computerized appointment management.....	11
Patients and their contact numbers.....	11
Easy marketing through Email, SMS and article posting.	12
Job posting	12
Testimonials and Feedback	12
BENEFITS FOR PUBLIC.....	13
Easy reachability for the public	13
24 hours booking.....	13
Easily locate the Insurance based hospitals	13
Easily enable to identify the feature.....	13

Easily reach for specialist doctor	14
HOW ARE WE GOING TO PROMOTE?.....	15
Visual Ads	15
Through Online (Search Engines and Google Marketing).....	15
Utility services for public.....	15
Viral Network Marketing	16
Article contest and public voting	16
Social Media (Face book and Twitter).....	16
DOCTOR SUPPORT SEARCH PAGE	18
Search by City Name and Hospital Name.....	18
Search by City Name and Doctor Name	19
Search by Emergency enabled hospital.....	20
Search by Address	21
Search Hospital(s) based on Health Insurance or TPA schemes	22
Search Hospital(s) based on Facilities	24
Search Doctor(s) based on Specialist.....	26
HOSPITAL PROFILE PAGE	28
Google Map guidance and contact details.....	28
Photo Gallery.....	28

Doctor List	28
Hospital Description	30
Hospital Features.....	30
TPA Schemes	30
Nearby Landmarks	30
Feedback and Testimonials	32
Article links.....	32
Jobs list.....	32
Doctor's Schedule	34
HOSPITAL MANAGEMENT	37
General User Interface	37
Hospital Administrators	38
Booking.....	40
My Account.....	46
Members or Hospital Members or Company Users.....	49
Photo Gallery	50
Nearby Landmarks	52
Awards	54
Testimonials / Feedback.....	56

MIS Reports	58
Doctor List.....	62
Add new doctor request.....	64
Add new schedule	65
Blog / Article.....	68
View Blog	68
Post Blog / Article	69
View Comment List	70
Functionality applicable to Hospital Front-Office Clerk	72
Change Password	73
TECHNICAL SUPPORT	74
Ticket Management.....	74
On-line Chat	77
Call centre	77
TROUBLE SHOOTING.....	78
DrSupport.in website not accessible	78
Unable to Login.....	78
Forgot Password.....	78

INTRODUCTION

About Us

COSWA Healthcare (P) Limited is healthcare services company and is started by experts 3 different fields viz. Software development, Healthcare & Public Relationship and Financial & marketing analyst having vast experience in each one of them.

COSWA is well-wisher and act as first aid of every patient to get well soon and assist them in all the ways possible.

We mingle with people and analyze their troubles during illness, difficulties and remove the distance between doctor and patient. We value your time and pain. Giving healthcare services and act as a guide to right direction at right time.

Creating awareness about new diseases, reducing fear and providing timely help. We aim; India should become healthy India soon.

What is Dr.Support?

One of the products of COSWA is Doctor Support.

In General, when usually the patient want to take treatment from doctor, has to go in-person to hospital/clinic and collect the token. Patient will not know the exact time of his appointment. He spends lot of time in waiting in the hospital/clinic. DrSupport.in helps in saving the time by booking the appointment with the particular

doctor and allows you to know the right time to meet the doctor. So the patient spends only the exact time for his treatment that actually it requires.



The screenshot shows the DrSupport.in Healthcare Portal website. At the top, there is a navigation bar with links: HOME, BUY CARD, ABOUT US, CONTACT US, FAQ, BLOG. Below the navigation bar, there is a search bar with fields for USERNAME, PASSWORD, and a button to SIGN IN. A link to FORGOT YOUR PASSWORD is also present. The main content area features a section titled "nearly 50 hospitals in Salem. Service will start so" with a search filter for City (Salem) and Treatment Type (Allopathy). There are also links for Hospital, Clinic, and Doctor. A "SEARCH" button is provided. Below the search bar, there are three steps for booking an appointment: 1. Search online for the specialty doctor or hospital. (or) Call our representative at the call center to locate specialty doctor. 2. Book token and get the token number along with the tentative timings. Stay calm at home or continue works in the office, until your appointment time. 3. Visit the doctor on-time and take treatment in less than 10 minutes. Return home/office happily by saving your time, energy and money. To the right of the steps, there is a "Tie-up with Hospitals" section listing hospitals in Salem (48 hospitals) with their contact details. Below the steps, there are two video thumbnails showing a man and a woman. To the right of the videos, there is a "Wanted! FRANCHISE" section for OSWA Healthcare, listing job openings for Marketing Manager, Marketing Executives, and Call Center Representative. At the bottom, there is a footer with copyright information and links to Terms of Use, Privacy Policy, About Us, Contact Us, FAQ, Card Status, Doctor List, Hospital List, and Jobs. There is also a social media sharing bar with buttons for Share, Save, Facebook, Twitter, and a search bar.

What is our mission?

We wish to provide high quality Health Care services which will enrich the people's awareness of the healthcare related issues. Public can book appointments online to meet the doctor, reach the office at right time and take treatment with minimum possible time. Supplying latest high quality equipments to the Indian hospitals from all over the world. This is to enable the Indians to take

treatments which will be in no way less than treatment from any foreign countries.

Hospitals and Pharmaceutical companies can easily reach their product / service information to the public or doctors or hospitals. This will enable the latest medicines to cure any new diseases very easily.

BENEFITS FOR HOSPITALS

The main advantages of Doctor Support are described below

Front – office work will be reduced

As all the details of particular hospital like doctor's availability, features of hospital and their blogs, the front office clerk's work will be reduced. Anyone can access the hospital details from anywhere.

Publicity of Hospital Information

Hospital management could post their services; features, achievements and vacancies in this site. It will reach most of patients anywhere in world. There is no need separate charge for it.

Computerized appointment management

There is no paper work for reserve the appointment of in and out patients.

Patients and their contact numbers

As all appointments goes through this portal, the contact list of patients list could be stored in database. This will increase your hospital reach ability towards public easily.

Easy marketing through Email, SMS and article posting.

Our Doctor Support product gives some features for hospital such as SMS, Article posting and Email campaign. So people could receive your latest updates instantly.

Job posting

If any recruitment plans suppose to happen in your hospital that facility available in our Drsupport.in

Testimonials and Feedback

Testimonials are turning point to gain hope of public. It still promotes your fame. After the discharge from your hospital, you and patient could communicate with each other about their health improvements, suggestions etc.

BENEFITS FOR PUBLIC

Easy reachability for the public

Based on the reason of getting appointment of doctor, the public come to know all your details through this site. Moreover, public receive their appointment from their place itself. It saves their valuable time.

24 hours booking

Except hospital office hours, public could get their appointment through call centre and our on line services.

Easily locate the Insurance based hospitals

Our search facility gives you result very sophisticated manner. Public could identify easily whatever hospitals have various Insurance scheme. According to this, they could apply their health card in appropriate hospital which is available in our doctor support.

Easily enable to identify the feature

Other advanced features are categorized easily accessible manner. Various search provisions make feel comfort.

Easily reach for specialist doctor

One of the important facilities in search function is, it filters the doctors based on specialty wise. It helps the public to identify right choice at right time.

HOW ARE WE GOING TO PROMOTE?

Visual Ads

To increase the reach ability of the Doctor Support web portal among public, we will go for visual advertisements through local and satellite TV Channels.

Through Online (Search Engines and Google Marketing)

To get in customers who enters through such as Google and other search engines, we optimized and integrated well our web application.

Utility services for public

COSWA is planned to issue the following things through online and in person.

Health Calendar

It will be delivered to public, hospitals and chemist.

Health Calculators

This will calculate and estimate about your health condition whenever you desire.

Health Tips and Articles

Health tips and articles eliminate our innocence of various health and diseases. Moreover, public have opportunity to make their knowledge up to date.

FAQ?

Frequently Asked Questions get attention of public and reduce their effort on getting answers rapidly instead of searching somewhere else.

Viral Network Marketing

There are special techniques which gives possibility of transferring about the benefits of the Doctor Support website by preparing valuable healthcare related books and circulate among online users through only friends and relative's email who then forward it to their friends and relatives and so on.

Article contest and public voting

COSWA conducts contest relates to health related topics and getting posts from competitors and being made to gather vote from readers. It will increase the interest of competitors by encouraging through gathering vote and issuing gifts.

Social Media (Face book and Twitter)

Its wide area and the lots of viewers could be entered easily. The daily events and tips where our software updates reached to these media directly.

DOCTOR SUPPORT SEARCH PAGE

We have taken enough steps to make the front-end users to easily find the right hospital or doctor. We will continue to improve the searching patterns based on the user's requests.

Search by City Name and Hospital Name

Step 1: Select the City

Step 2: Type the Hospital Name

Step 3: Click on the Search Button

City

Treatment Type

Search by

Hospital

Clinic

Doctor

Salem

Allopathy

Search

SEARCH

Step 1

Step 2

Step 3

Search Results

Kamala Hospital

Sree Krishna Complex, 256, Second Agraharam
Salem - 636001
Tamilnadu

View Detail

C.K.R. Hospital

130, 56 A/1, Rajaji Road
Salem - 636007
Tamilnadu

View Detail

Sankar Nursing Home

15, Gandhi Road
Salem - 636007
Tamilnadu

View Detail

Search by City Name and Doctor Name

Step 1: Select the City

Step 2: Select the Search by Category

Step 3: Type the Doctor Name

Step 4: Click on the Search Button

The screenshot shows the search interface of DrSupport.in. It includes a search bar with a dropdown for City (Salem), a dropdown for Treatment Type (Allopathy), and a search by category section with radio buttons for Hospital, Clinic, and Doctor (selected). A text input field contains 'Raj', and a checkbox for 'Search address field?' is present. A blue 'SEARCH' button with a magnifying glass icon is on the right. Four green arrows with white text indicate the steps: Step 1 points to the City dropdown, Step 2 points to the Doctor radio button, Step 3 points to the search text input, and Step 4 points to the SEARCH button. Below the search bar, the 'Search Results' section lists four results, each with a doctor's name and a link to 'View Schedule':

- Raj Ashok**
 - CHELLAM HOSPITAL (View Schedule)
- Raj Kumar .G (Dentist) M.D.S.,**
 - Raaj Leela Multispecialty Dental Clinic (View Schedule)
- Raja Ganesan. B (Diabetologist) M.B.B.S., Dip. Diabetics**
 - Sushrutha Diabetes Care Centre (View Schedule)
- Rajagopal M.N. (General) M.D. (General Medicine)**
 - Vimala Hospital (View Schedule)

Search by Emergency enabled hospital

If you want to know what hospitals taking care of emergency cases, then your entry seems below.

Step 1: Select the City

Step 2: Check the Emergency box

Step 3: Click on the Search Button

City **Treatment Type** **Search by** ☒ Hospital ☐ Clinic ☐ Doctor

Salem Allopathy

☒ Emergency? ☐ Search address field? [Advanced Search](#)

Search Results

A.C. Hospital
201, 2nd Agraharam
Salem - 636001
Tamilnadu

C.K.R. Hospital
130, 56 A/1, Rajaji Road
Salem - 636007

Search by Address

Step 1: Select the City

Step 2: Check the Search address field

Step 3: Type the address

Step 4: Click on the Search Button

City **Treatment Type** **Search by** ☒ Hospital ☐ Clinic ☐ Doctor

Salem Allopathy Agraharam **SEARCH**

☐ Enter any? ☒ Search address field? [Advanced Search](#)

Search Results

Vijay Dental Clinic
48/226, 2nd **Agraharam**,
Salem - 636001
Tamilnadu

Kamala Hospital
Sree Krishna Complex, 256, Second **Agraharam**
Salem - 636001
Tamilnadu

View Detail **View Detail**

Search Hospital(s) based on Health Insurance or TPA schemes

If you want to Search for the hospitals who are accepting TPA schemes such as TTK, ICICI Lombard scheme, etc., then

Step 1: Select the City

Step 2: Click on Advanced Search

Step 3: Click on Schemes Tab

Step 4: Check the applicable scheme(s) (e.g. TTK) and Click OK button.

Step 5: Click on the Search Button.

The screenshot shows the search interface of DrSupport.in. It includes a search bar with fields for City (Salem), Treatment Type (Allopathy), and Search by (Hospital, Clinic, Doctor). A green arrow labeled 'Step 1' points to the City dropdown. A green arrow labeled 'Step 2' points to the 'Advanced Search' link. A green arrow labeled 'Step 3' points to the 'Schemes' tab. A green arrow labeled 'Step 4' points to the 'TTK' checkbox. A green arrow labeled 'Step 5' points to the 'SEARCH' button. The search results show two hospitals: Vijay Dental Clinic and Kamala Hospital, each with a 'View Detail' button.

City: Salem Treatment Type: Allopathy Search by: Hospital Clinic Doctor

SEARCH

☐ Emergency? ☒ Search address field? [Advanced Search](#)

TTK [Clear](#)

Search Results

Vijay Dental Clinic
48/226, 2nd **Agraharam**,
Salem - 636001
Tamilnadu

Kamala Hospital
Sree Krishna Complex, 256, Second **Agraharam**

[View Detail](#) [View Detail](#)

DrSupport.in - Advanced search Close

Specialist **Schemes** Features

☐ Alankit Step 3

☐ E-Med Life

☐ FHPL

☐ Health India

☐ KKT

☐ PHM

☒ TTK Step 4

☐ Bajaj Allianz

☐ EAST WEST

☐ Guardian India

☐ ICICI Lombard

☐ Medi Assist

☐ STAR HEALTH

OK Cancel

ity **Trea**

Salem Allo

Search Results

Vijay Dental Clinic

48/226, 2nd **Agraharam,**

Salem - 636001

Tamilnadu

Samala Hospital

Sree Krishna Complex, 256, Se

Salem - 636001

+ Share / Save

Search Hospital(s) based on Facilities

Features like particular type of scan, specific surgery based hospitals that you want to know, you could see the screen below.

Step 1: Select the City

Step 2: Click on Advanced Search

Step 3: Click on Facilities Tab

Step 4: Check the applicable facilities and click OK button.

Step 5: Click on the Search Button.

The screenshot shows the search interface with the following elements and annotations:

- City:** A dropdown menu with "Salem" selected. A green arrow labeled "Step 1" points to this dropdown.
- Treatment Type:** A dropdown menu with "Allopathy" selected.
- Search by:** Radio buttons for "Hospital" (selected), "Clinic", and "Doctor".
- Search Text:** A text input field containing "Agreharam".
- SEARCH:** A blue button with a magnifying glass icon. A green arrow labeled "Step 5" points to this button.
- Advanced Search:** A link below the search text. A green arrow labeled "Step 2" points to this link.
- Emergency? Search address field?:** Checkboxes for "Emergency?" (unchecked) and "Search address field?" (checked).
- TTK Clear:** A link to clear the search text.
- Search Results:** A section listing search results.
 - Vijay Dental Clinic:** 48/226, 2nd **Agreharam**, Salem - 636001, Tamilnadu. A green "View Detail" button is next to it.
 - Kamala Hospital:** Sree Krishna Complex, 256, Second **Agreharam**. A green "View Detail" button is next to it.

DrSupport.in - Advanced search Close

Specialist Schemes **Features**

☐ Ambulance ☐ Blood Bank
☐ Canteen ☐ Cath Lab
☐ Colonoscopy ☐ CT Scan
☐ Dialysis Unit ☐ Endoscopy
☐ Lab ☐ MRI Scan
☐ Operation Theatre Facilities ☒ Pharmacy
☐ Physiotherapy Unit ☐ Scan - Colour Dobbler
☐ US Scan ☒ X-Ray

City **Treat**
Salem

Search Results

Vijay Dental Clinic
48/226, 2nd **Agraharam**,
Salem - 636001
Tamilnadu

Kamala Hospital
Sree Krishna Complex, 256, Se

Share / Save

Search Doctor(s) based on Specialist

Getting doctors details based on specialist choose your city then click features tab comes under advanced search.

Step 1: Select the City

Step 2: Click on Advanced Search

Step 3: Click on Specialist Tab

Step 4: Check the applicable specialist and click OK button.

Step 5: Click on the Search Button.

Happy New Year

City

Treatment Type

Search by

☐ Hospital ☐ Clinic ☒ Doctor

Salem

Allopathy

SEARCH

☐ Emergency? ☐ Search address field?

Cardiology [Clear](#)

[Advanced Search](#)

Step 1

Step 2

Step 5

Search Results

Bhasker Jeyaraman (Cardiology) M.D., D.M., (Cardio)

- Salem Heart Clinic™ (View Schedule)

Gnanavel.P (Cardiology) M.D.D.M.,

- Kamala Hospital (View Schedule)

Janarthanan (Cardiology) M.D.D.M.



HOSPITAL PROFILE PAGE

(What customer sees about your hospital?)

The best part of our web portal is the presentation of the unique information about the Hospital / Clinic so as to enable the public to easily get in touch with the right hospital to be able to cure their illness. You can post the unique features of your hospitals in order to promote you better, and very best thing is, it is totally FREE.

Google Map guidance and contact details

Our representatives will collect the lat & long details of your hospital/clinic location so as to enable the public to easily reach the hospital. In addition to the address details, URL of your own website the google map will also be displayed. By double clicking the google map, the user can also identify the route from his own location and also to know the distance from his location.

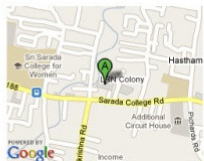
Photo Gallery

Public can view the photos of your hospital such as Front-end view of hospital, hospital equipments, operation theater, Lab etc.

Doctor List

List of doctors in your hospitals categorized as Doctors (Head or In-Charge), Visiting Doctors and On-Call doctors.

Shanmuga Medical Research Foundation Trust



No 24, Saradha College Road,
Hastampatti
Salem - 636007
Tamilnadu
0427-2315293, 2319469, 2315654
info@smrft.org
<http://www.smrft.org>

Route Map

Gallery



Photo Gallery

Doctor(s)

Doctor Name	Specialist	Status	
Paneerselvam P.S.		OUT	View Detail

Doctor List

Visiting Doctor(s)

Doctor Name	Specialist	Status	
Chella pillai P.	Oncologists	OUT	View Detail
Krishnakumar P.	Oncologists	OUT	View Detail
Lavakumar K.R.	Physician	OUT	View Detail

Click here to view
schedule
& book appointment

Hospital Description

Description about your hospital such as About us, Services, Goal/Mission of your hospital, etc., can be known by the public.

Hospital Features

Features/Facilities such as Operation Theatre, Lab, Pharmacy, X-Ray, Canteen, US Scan, Physiotherapy Unit, MRI Scan, Cath Lab, Blood Bank, Ambulance, Dialysis Unit, which are available in your hospital can be listed for the public view.

TPA Schemes

Third Party Administrator insurance schemes such as KKT, Star Health, ICICI Lombard etc., accepted by your hospital are listed here for the public view. It helps the public to select the hospital based on TPA schemes available.

Nearby Landmarks

Well-known landmarks nearby your hospital and distance between them can be viewed and helps the public to reach the hospital easily.

Description

Our Services

- Established Salem Cancer Institute in the year 1996.
- Rotational Teletherapy Cobalt-60 Unit theratronics Phoenix Equipment imported from Canada.
- Bhabha Atomic Research Centre's Cs-137 Manual after loading Brachytherapy Unit.
- 50 bedded free inpatient cancer ward.
- Free cancer counseling.
- Free consultation on all Saturdays.
- Radiotherapy accessories.
- Separate block for consultants and a day care center.

Features

- Dialysis Unit
- Endoscopy
- Lab
- Operation Theatre Facilities
- Pharmacy
- Physiotherapy Unit
- US Scan

Schemes



ICICI Lombard

Near By Landmarks

Place	Distance
Airport	19.70
New Bus Stand	2.40
Old Bus Stand	3.70
Salem Junction	4.70

Feedback and Testimonials

- It will be very useful to gain good fame among public.

Feedback - Public can send their feedback about your hospital services/facilities which in turn helps the hospital management to improve.

Testimonials - about your hospital services sent by the patients can help the others to know about your best services and builds the brand name of your hospital.

Article links

- What kinds of articles hospital have posted so far comes for public view.
- Article (Piece of writing) about diseases or it can be prevention measures against a disease can helps in creating public awareness.

Jobs list

- If there are any vacancies in hospital, it could easily and speedily reach public than other media.
- Candidates can view the job particulars from the web portal and apply for the same.
- Hospital administrator can view the list of candidates who are applied and do further follow-up activities.

Testimonials

By Hemalatha S. at 24/12/2010 04:27:06 PM

Quality oriented services from Ganesan Hospital.

By Anu K. at 24/12/2010 04:25:03 PM

Excellent service from this hospital. Lot of love and care from the doctors, nurses and each and everyone in the hospital. Very much satisfied with service and I am relieved from my pain.

Leave your Comment

Comment Type :

Name :

Email Id :

Comment :



Type the characters you see in the picture above

Doctor's Schedule

View detail link – On Hospital profile page, under doctors, you could see this link for every doctors.

Doctors

Doctor Name	Specialist	Status	
Chella pillai P.	Oncologists	OUT	View Detail
Krishnakumar P.	Oncologists	OUT	View Detail
Lavakumar K.R.	Physician	OUT	View Detail
Maharani M.	Gynaecology	OUT	View Detail
Meenakshi sundaram K.	Orthopedist	OUT	View Detail
Munusamy T.	Cardiologist	OUT	View Detail

Doctor's profile page

The following particulars could be identified in particular doctor's page.

- Photo
- Qualification
- Gender and other particulars
- Years of experience
- Schedule --- By viewing his schedule, we could reserve for appointment and plan accordingly.

Doctor Detail



Krishnakumar P. MD, DMRT

Oncologists

Shanmuga Medical Research Foundation

Trust

(Not Available)

No 24, Saradha College Road, Hastampatti
Salem - 636007 , Tamilnadu .

Schedule

	Clinic Name	Timings	Token Status
▼	Availability: 03-01-2011		
	Shanmuga Medical Research Foundation Trust	FN - 09:00 to 18:00	0/10 (Book Now)
▼	Availability: 27-12-2010		
	Shanmuga Medical Research Foundation Trust	FN - 09:00 to 18:00	0/10 (Book Now)
▼	Availability: 28-12-2010		
	Shanmuga Medical Research Foundation Trust	FN - 09:00 to 18:00	0/10 (Book Now)
▼	Availability: 29-12-2010		
	Shanmuga Medical Research Foundation Trust	FN - 09:00 to 18:00	0/10 (Book Now)

HOSPITAL MANAGEMENT

General User Interface

The screenshot displays a web application for hospital management. It features a table with columns for ID, Doctor Name, Specialist, Status, and Update Status. The table contains 10 rows of data. Annotations point to various UI elements: 'Add mode' points to the 'Add doctor to Hospital' button; 'Edit mode' points to the edit icon (pencil) in the first row; 'Delete' points to the delete icon (trash) in the first row; 'Page Refresh' points to the 'Refresh' button in the top right; 'Filter facility' points to the filter icon (funnel) in the top right; 'No. of items per page. Page size can be changed.' points to the 'Page size: 10' dropdown; 'First page', 'Previous', 'Next', and 'Last page' point to the pagination controls; 'Total no. of items in the list' points to '11 items in 2 pages'; and 'Total no. of pages available' points to '2'.

ID	Doctor Name	Specialist	Status	Update Status
D108	Chembian Chakravarthy	ENT	OUT	
D107	Eswara Das	Neuro	OUT	
D115	Ganesan C.	General Physician	IN	
D110	George Paul		OUT	
D113	Jeyachandran	Cardiology	OUT	
D106	Mahadevan	Neuro	OUT	
D114	Murusamy T.	Cardiology	OUT	
D109	Saravana Bhava	Eye	OUT	
D111	Saravanan		OUT	
D117	Sivasankar	Surgical Gastro Enterology	OUT	

11 items in 2 pages

Users

I. Hospital Administrator

Hospital Administrators

Menus:

Booking

Book Now

View/Change Doctor's IN/OUT status

Cancel

Patient List

Postpone/Extend session

Help Info Icon

Booking Full

Changed Patient attended status

Hospital

My Account

Members

Photos

Near By

Awards

Feedback and Testimonials

MIS Reports

Doctor

Doctor List

View/Change Doctor's IN/OUT status

New Doctor Request

View Schedule

Add new schedule

Edit schedule

View all the schedule

Delete schedule

Blog

Blog Post

Blog Comments

Change Password

Ticket Management

Logout

Booking

Purpose: To do the token booking for the current day and next working day sessions.

The screenshot shows the 'TOKEN BOOKING' interface for Ganesan Hospital. It features a search bar at the top with a 'Filter By Name' dropdown and an 'A-Z filter' button. Below the search bar, three doctor windows are displayed: Ganesan C. (Specialist: General Physician), Jeyachandran (Specialist: Cardiology), and Saravana Bhava (Specialist: Eye). Each window shows 'TODAY BOOKING' and 'NEXT BOOKING' sessions with time slots and 'Book Now' buttons. Callouts explain various features: 'Text box Search Search by Doctor Name', 'Doctor Window', 'Doctor IN/OUT status switch. Green in colour indicates - Doctor IN', 'Session Box', 'Disabled Book Now button', 'Help Info Icon', 'Booking Full', 'Enabled Book Now button', 'Cancel Button - to cancel the session (means cancel the booked appointments of a particular session)', 'Patient List Icon', 'Time Icon - change session timings...', and 'A-Z filter Click on an alphabet to filter the doctor name that start with'.

Facilities:

It shows all the doctors, each doctor details in a window (Doctor Window)

Provision to filter by Doctor's Name for easy access.

Added provision to list the doctors based the alphabet (A-Z).

Doctor Window

Each window represents or shows the details of one particular doctor such as Doctor Name, IN/OUT status, specialist, doctor's schedule/sessions which are available for current day (today) and next working day.

View/Change Doctor's IN/OUT status.

In Doctor Window, the ICON prior to the Doctor's Name, acts as a switch to turn on status of 'Doctor is IN' or 'Doctor is OUT'. When this icon is GREEN in color indicates the doctor's availability in the Hospital.

Session Column:

It displays

Session time. E.g. 10:00 to 12:00

Token Info - No. of tokens booked / Maximum no. of tokens allowed.

Patient Name List Icon to view patient details of booked tokens for that particular session and allows to you to change attended status of the patients.

Book Now – button to book the token for the patient.

Time Icon - allows changing the time setting s such way that to *postpone* the session start time by and *extend* the session end time by N minutes.

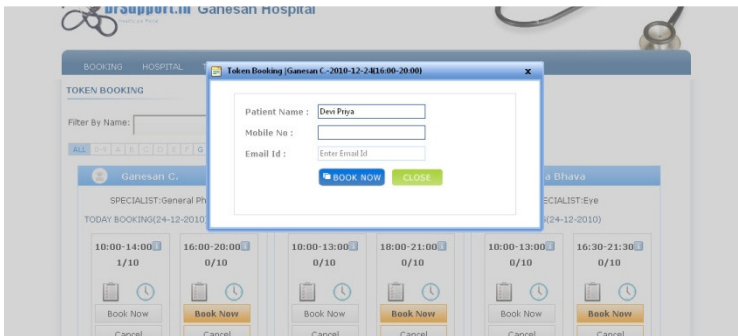
Help Info Icon (i) - to show the status of the session.

Cancel - button to cancel the session means the booked tokens will be cancelled and has option to intimate the token holders or not.

Book Now

Book the token by clicking the “BookNow” button. If the tokens are available then it will ask you to enter the Patient name, Mobile no, E-mail id. If booking is full, then it will be disabled. Booking full icon will be shown for easy identification.

Patient name is a mandatory value and two other values are optional. If the mobile no and email-id are provided then intimation message will be conveyed to the patient via SMS/Email which are applicable.



Booking Full Icon

If booking is full for that particular session, the Booking full icon will be shown for easy identification.

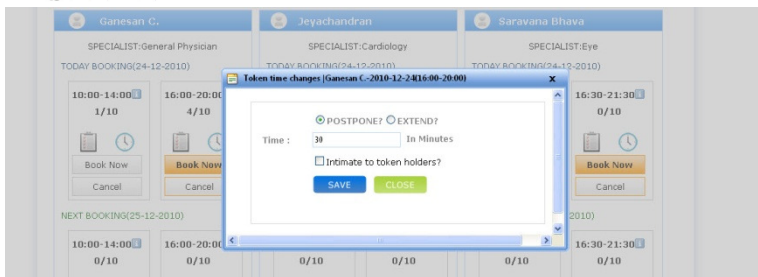
Time Icon

Allows to change the time settings such way that to *postpone* the session start time by and *extend* the session end time by N minutes.

When you click on the Time Icon, it will show the dialog box. It has two options as Postpone and Extend. Select the one which you want to do. Enter the time in minutes. Check the “Intimate to token holders?” checkbox if you want to intimate the change of time to patients.

If action is Postpone then the Session Start Time will be adjusted to new time (current Session Start Time + N minutes) which should not exceed the Session End Time of that particular session.

If action is Extend then the Session End Time will be adjusted to new time (current Session End Time + N minutes) which should not clash with the next adjacent session start time.



Cancel Button

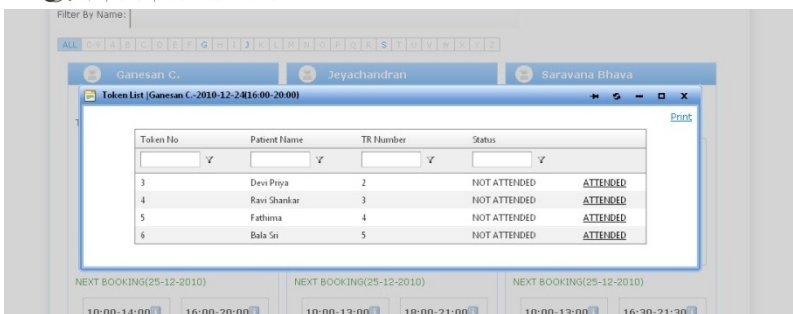
Allow to cancel the session means the booked tokens will be cancelled and has option to intimate the token holders or not.

Patient List

Patient Name List Icon to view patients' details who have booked the tokens for that particular session and allows to you to change attended status of the patients.

It shows the Token No, Patient Name, TR Number (Token Receipt Number – Reference from the COSWA for each token booked.) and the Token status (Attended / Not Attended). By default the status of the tokens is “Not Attended”. Once the patient is attended or visited the doctor, you can set it to Attended by clicking on the link.

You can change the token status of the current and past sessions of current day. Not for the future sessions.



Help Info Icon (i)

Shows the hot status information of that particular session.

e.g .

CANCELLED

TIME CLOSED

BOOKING FULL

HOSPITAL Menu

My Account

Members

Photos

Near By

Awards

Feedback and Testimonials

MIS Reports

My Account

Objective:

To build and maintain the hospital profile of the hospital.

Shows and allows to modify the profile of the hospital.

Highlighting Information in the profile.

- Name, Address, Contact details
- Latitude and Longitude information for the purpose of Route Map facility
- Hospital's own website address (URL)
- Hospital description such as services, objectives, mission, goals
- Hospital Features /Facilities
- No. of Beds available in the hospital

- Nearby Landmarks details for the public reach ability to the hospital in terms of Kilometres.
- Acceptance of emergency cases
- Tie-up with Health Insurances (TPAs) of the Hospital
- Allow to book through the ON-LINE / SMS / Call Centre. If allowed, then specification of closing time for booking by N minutes. (3 types of specification)
- Before Session Start Time
- After Session Start Time
- Before Session End Time
- Meta Informations
- Meta Description
- Meta Keywords

This helps the public reach through Search Engines like Google, Bing, Yahoo to your hospital profile web page in DrSupport.in website. It generates more traffic to your hospital profile page.

By Default (DrSupport.in website adds the Hospital Name, Doctors List, Features List, etc.) in the meta information. Apart from that you want to add any special info about your hospital can be specified here.



BOOKING

HOSPITAL

TICKET

DOCTOR

VIEW SCHEDULE

BLOG

LOGOUT

My Account

Hospital Details :

Hospital / Clinic ID

H943

Name of the Hospital

Ganesan Hospital

Area Name

Gandhi Road

Address

State

Tamilnadu

City

Salem

Zipcode

636007

Logo :

Select

Contact Details :

Contact Person

Ganesan C.

Contact Number

9427-2317956, 93621012

Email Id

dcganesan@gmail.com

Fax

9427-2317951

Website

www.ganesanhospital.com

Latitude

11.671728

Longitude

78.153793

Hospital Description

Font Flame

Real Fc

Ganesan hospital has been at the forefront of Quality Surgical Care mainly for the rural people. The MD Dr.C.Ganesan has shown more interest in that segment of people as he himself had been one among them before he marched his way into the field of medicine and establishing as one of the best surgeons for Salem.

We are currently in the process of renovation. We are planning to extend our services to

Design

Preview

Hospital Features

Select All

☒

Bariatric Surgery

☒

Critical Care Medicine

☒

Medical & Surgical Gastroenterology

☒

Orthopedics & Joint Replacement Surgery

☒

Birmingham Hip Replacement Surgery

☒

Cyberknife Robotic Radiosurgery

☒

Nephrology & Urology

☒

Spine Surgery

☒

Cardiology & Cardiothoracic Surgery

☒

Hand and Micro Surgery

☒

Neurology & Neurosurgery

☒

Oncology

☒

Cosmetic surgery

☒

Intestiny Management

Other Features

Font Flame

Real Fc

Design

Preview

No. of Beds

38

Nearby Landmarks

Name Of Attraction

Distance (km)

1. Old Bus stand, salem

2.1

2. Salem Airport (SVV), Airport Rd, Kamalapuram

29.9

3. Salem Central Bus Terminus,Omahur Road, Fairlands

2.9

☒

Ready to accept Emergency cases ?

☐

Round the Clock ?

☐

Only during day time ?

☐

Alantik

☐

Bajaj Allianz

☐

E-Med Life

☐

Guardian India

☐

Health India

☒

ICICI Lombard

☐

KKT

☐

Medi Assist

☐

Smart Card

☒

Star Health

☒

TKT

Other TPAs supported (if any)

Enable ONLINE/ SMS / Call Centre booking

38

Before Session Start Time

Closing time for booking

Meta Info :

Meta Description

Ganesan Hospital - Best Surgery

Meta Keywords

Ganesan Hospital - Bariatric Surgery, Medical & Surgical

SAVE

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Members or Hospital Members or Company Users

Objective:

To create and maintain member login facility

Functionalities:

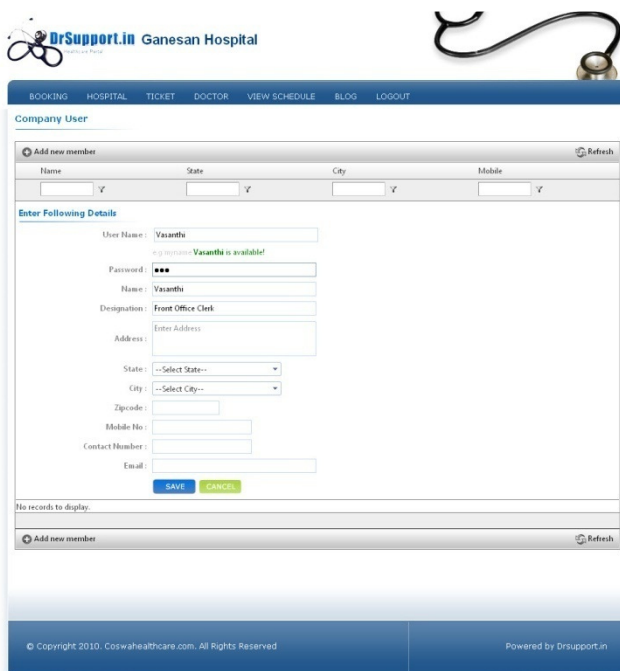
Add a new member

Edit/View member's details of a existing member.

View the members list

Remove the member from the member list

Member details:



The screenshot displays the DrSupport.in Healthcare Portal interface for adding a new member. The page is titled 'Company User' and features a navigation bar with links: BOOKING, HOSPITAL, TICKET, DOCTOR, VIEW SCHEDULE, BLOG, and LOGOUT. The main form is titled 'Add new member' and includes a 'Refresh' button. The form fields are organized as follows:

- Name:** A text input field with a dropdown arrow.
- State:** A dropdown menu.
- City:** A text input field with a dropdown arrow.
- Mobile:** A text input field with a dropdown arrow.

Below these fields, a section titled 'Enter Following Details' contains the following fields:

- User Name:** A text input field with the value 'Vasanthi'.
- Password:** A text input field with masked characters '***'.
- Name:** A text input field with the value 'Vasanthi'.
- Designation:** A text input field with the value 'Front Office Clerk'.
- Address:** A text input field with the placeholder 'Enter Address'.
- State:** A dropdown menu with the value '--Select State--'.
- City:** A dropdown menu with the value '--Select City--'.
- Zipcode:** A text input field.
- Mobile No:** A text input field.
- Contact Number:** A text input field.
- Email:** A text input field.

At the bottom of the form, there are two buttons: 'SAVE' (blue) and 'CANCEL' (green). Below the form, a message states 'No records to display.' and another 'Add new member' button with a 'Refresh' icon is present. The footer of the page includes the copyright notice '© Copyright 2010. Coswahealthcare.com. All Rights Reserved' and the text 'Powered by Drsupport.in'.

(* denotes the mandatory fields)

*User Name – for login user name for a member account

As soon as you type the new user name, it show the availability in green colour, otherwise in red color. You can try again for another user name.

*Password – used at time of login for security purpose.

* Name of the member

Designation of the member in the hospital, and his/her contact details.

Photo Gallery

Objective:

Photos can be added to photo gallery so that public can view the photo gallery of your hospital in the hospital profile web page in DrSupport.in website.

Only picture files (.jpg, .jpeg, .gif, png, .bmp are the allowed file extensions)

Functionalities

Add Photo – To add a new photo to the photo gallery.

Edit Photo – To replace the existing photo with another.

Delete Photo – To remove the photo from the photo gallery.



BOOKING HOSPITAL TICKET DOCTOR VIEW SCHEDULE BLOG LOGOUT

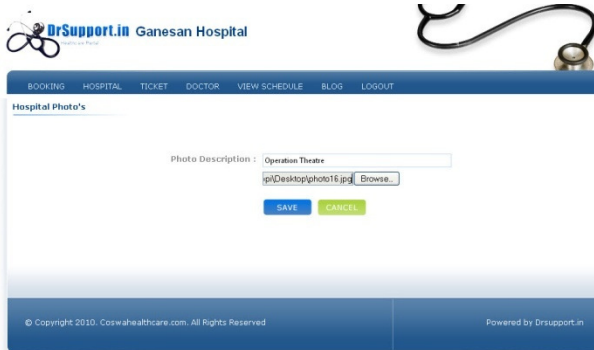
Hospital Photo's

[+ ADD NEW](#)

 Photo 1 Edit Delete	 Photo 2 Edit Delete	 Photo 5 Edit Delete	 Photo 7 Edit Delete
 Photo 10 Edit Delete	 Photo 3 Edit Delete	 Photo 6 Edit Delete	 Photo 8 Edit Delete
 Photo 12 Edit Delete	 Photo 4 Edit Delete		

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Nearby Landmarks

Objective:

Nearby Landmarks details for the public reach ability to the hospital in terms of Kilometres.

These landmarks can be any place such Bus stand, Railway Junction, Airport or any familiar popular landmark to reach your hospitals. You can mention along with the distance (in km.)

Functionalities:

- List of neary by landmarks
- Add new landmark
- Edit the existing landmark
- Delete the existing landmark

Add new landmark

(* denotes the mandatory fields)

*Enter the name of attraction/place/landmark name

*Enter the distance in kilometers.

Edit - allows modifying the landmark details

Delete - to remove the landmark from the existing list.

Awards

Objective:

Your hospital's achievements, awards and appreciation of services can be displayed to public and promote your hospital via DrSupport.in website

Functionalities:

List of Awards

Add a new award details

Edit the existing award details

Remove the existing award details

View list of Awards



The screenshot shows the DrSupport.in interface for Ganesan Hospital. At the top, there is a navigation bar with links: BOOKING, HOSPITAL, TICKET, DOCTOR, VIEW SCHEDULE, BLOG, and LOGOUT. Below this, the page is titled "Hospital Awards". There are two "Add new hospital awards" buttons, one at the top left and one at the bottom left, each with a "Refresh" icon on the right. The main content area is a table with two columns: "Title" and "Description". The table contains one row with the following data:

Title	Description
Best services for the year of 2009	Quality oriented services.

At the bottom of the page, there is a footer with the text: "© Copyright 2010. Coswahealthcare.com. All Rights Reserved" and "Powered by Drsupport.in".

Add a new award detail

(* denotes the mandatory fields)

1)*Title

2)*Description about the award

3) Photo can be specified.

Testimonials / Feedback

Objective:

- Public/patients can post their comments about your hospital services either in terms of testimonials or feedback via your hospital profile web page in DrSupport.in website.
- Posted Testimonials and Feedback will be sent to Hospital Administrator .
- Testimonials approved by the administrator will be displayed in your hospital profile in drsupport.in website.
- Testimonials about your hospital services given by your patients will generate more traffic towards your hospital.
- Feedback can be used for hospital development process. It will not be published to public and does not need the hospital administrator's approval.

Facilities:

Filter facility to view either Testimonials or feedback and both. Recent posting on the top listings

Edit Testimonials – allows the hospital administrator modify the comment.

Accept/Reject the testimonial (Approve / Disapprove)

Delete the Testimonials.

Details:

- Comment Type (Testimonial / Feedback)

- Date of Comment posted
- Name of person who posted the comment




[BOOKING](#)
[HOSPITAL](#)
[TICKET](#)
[DOCTOR](#)
[VIEW SCHEDULE](#)
[BLOG](#)
[LOGOUT](#)

Hospital Testimonials/Feedback

--Select Comment Type--

Date	Type	Name	Comment	Approved	Action
24/12/2010	Feedback	Gopasath J.	Kindly provide scanning facility within hospital campus. It will be more helpful for the patients.	No	
24/12/2010	Testimonials	Hemalatha S.	Quality oriented services from Ganesan Hospital.	No	Accept / Reject
24/12/2010	Testimonials	Anu K.	Excellent service from this hospital. Lot of love and care from the doctors, nurses and each and everyone in the hospital. Very much satisfied with service and I am relieved from my pain.	No	Accept / Reject

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MIS Reports

Objective:

- For analysis and decision making purpose. Hospital administrator can study the report and make use of this for improvements.
- Tool to measure the performance level of doctors.
- No. of patients visited the hospital for a particular period.
- Booked tokens versus Attended tokens analysis can be made.

Functionalities

- Provision to filter for a particular period (specified by From – To date)
- Provision to filter for a particular doctor (it shows all the doctors by default)

Report particulars

Level 1: Count of tokens for each Doctor or one particular doctor for a specified period.

Columns: Doctor Name, No. of Tokens Booked, No. of Tokens Attended

If you click on the count, it shows the drill-down details in terms of date-wise.



BOOKING HOSPITAL TICKET DOCTOR VIEW SCHEDULE BLOG LOGOUT

MIS Report

From Date: To Date:

☐ Particular Doctor: [REFRESH](#)

Doctor	No. of Tokens Booked	No. of Tokens Attended
Ganesan C.	11	4

[Click here to see the drill-down details \(Datewise\)](#)

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Level 2: Date-wise - Count of tokens for each Doctor or one particular doctor for a specified period.

Columns : Date, No. of Tokens Booked, No. of Tokens Attended

If you click on the count, it shows the drill-down details in terms of patient list.



MIS Report

From Date: 19/12/2010 To Date: 25/12/2010

☐ Particular Doctor: Chembian Chakravarthy [REFRESH](#)

Doctor : Ganesan C. [\[Back \]](#)

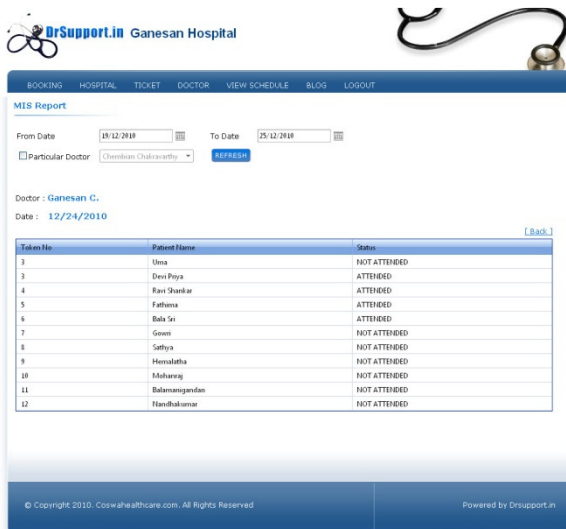
Date	No. of Tokens Booked	No. of Tokens Attended
25/12/2010	3	4
24/12/2010	11	4

Click here to see the drill-down details (Patient List)

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Level 3: Patient List with particulars.

Columns: Token No, Patient Name, Status (Attended/Not Attended)



MIS Report

From Date: 18/12/2018 To Date: 25/12/2018

☐ Particular Doctor: Chembian Chakravarthy [REFRESH](#)

Doctor : Ganesan G.
Date : 12/24/2018 [\[Back\]](#)

Token No	Patient Name	Status
1	Uma	NOT ATTENDED
3	Devi Priya	ATTENDED
4	Ravi Shankar	ATTENDED
5	Fathima	ATTENDED
6	Bala Sri	ATTENDED
7	Geesa	NOT ATTENDED
8	Sethya	NOT ATTENDED
9	Hemalatha	NOT ATTENDED
10	Maharaj	NOT ATTENDED
11	Rameshvaran	NOT ATTENDED
12	Haridhakumar	NOT ATTENDED

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DOCTOR Menu

- Doctor List
- View/Change Doctor's IN/OUT status
- New Doctor Request

Doctor List

New Doctor Request

Objective: When a new doctor to be added to your hospital, you need to send the request with doctor details to COSWA admin for approval.

Functionalities:

- Doctors list in the hospital
- Add new doctor request

Doctor List:

- Shows the list of doctors in your hospital
- Allows to change the IN/OUT status of doctor.



BOOKING HOSPITAL TICKET DOCTOR VIEW SCHEDULE BLOG LOGOUT

Hospital Doctors

[Add doctor to Hospital](#) [Refresh](#)

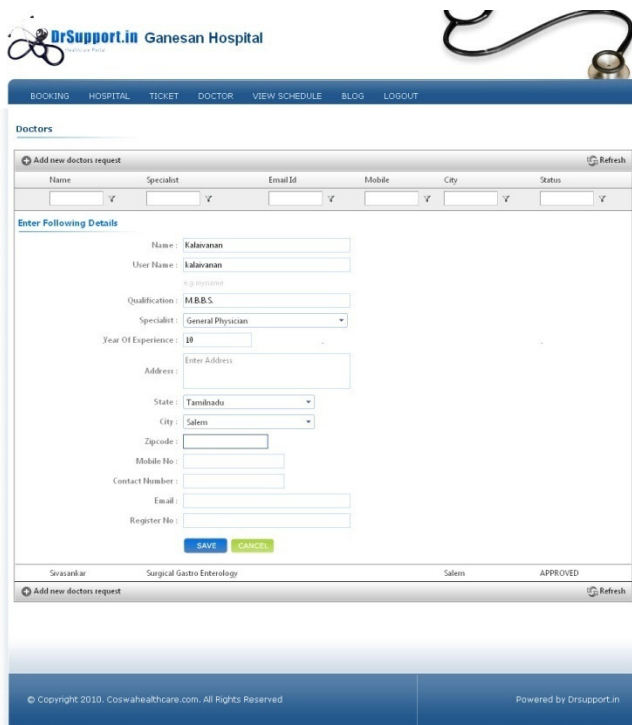
ID	Doctor Name	Specialist	Status	Update Status
D185	Chembian Chakravarthy	ENT	OUT	
D187	Esvara Das	Neuro	OUT	
D115	Ganesan C.	General Physician	IN	
D110	George Paul		OUT	
D113	Jeyachandran	Cardiology	OUT	
D186	Mahadevan	Neuro	OUT	
D114	Munusamy T.	Cardiology	OUT	
D189	Saravani Bhava	Eye	OUT	
D111	Saravanan		OUT	
D117	Sivasankar	Surgical Gastro Enterology	OUT	

[Add doctor to Hospital](#) [Refresh](#)

14 1 2 3 Page size: 10 11 items in 2 pages

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Add new doctor request



Doctors

Name	Specialist	Email Id	Mobile	City	Status
Kalavanan	General Physician			Salem	APPROVED

Enter Following Details

Name : Kalavanan
 User Name : kalavanan
 Qualification : M.B.B.S.
 Specialist : General Physician
 Year Of Experience : 10
 Address :
 State : Tamilnadu
 City : Salem
 Zipcode :
 Mobile No :
 Contact Number :
 Email :
 Register No :
 SAVE CANCEL

Sivasankar Surgical Gastro Enterology Salem APPROVED

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Columns: Doctor Name, Specialist, Email-id, Mobile, City, Status (New / Approved / Disapproved)

If the status is New, then you can edit the details or delete it.

View Schedule

Objective:

To post the doctors' schedules/sessions, so that booking can be made against that.

- Add new schedule
- Edit schedule
- View all the schedule
- Delete schedule

Add new schedule

- ✓ Doctor Name, Session, From Time, To Time
- ✓ Session indicates FN (Forenoon) and AN (afternoon).
- ✓ Each session's time slot can be specified via From Time and To Time.
- ✓ Visiting days can be specified in two ways.
- ✓ Week days (Mon-Sun) – selection can be based on days.

- ✓ Month days (1-31) – selection can be based on dates.
- ✓ Maximum Token – maximum no. of tokens allowed for that particular session.
- ✓ Average time per patient
 - Average time required to attend an individual patient.

This is counted as a parameter when you enable the show appointment time. When a new booking made, appointment time will be calculated as token number * avg. time per patient.

- ✓ Allow on online booking?
 - This enables booking via any of following mode.
 - 1)drsupport.in website (on-line)
 - 2) SMS
 - 3) Call center (044- 30 20 0000)
- ✓ Show Appointment Time?

Once the booking over, public will be intimated regarding the confirmation. In that you want to show the tentative appointment time, then check this option. Otherwise uncheck the same. (By default session time will be intimated.)

- ✓ Closing time for booking
 - Option 1: N minutes Before Session Start Time
 - Option 2: N minutes After Session Start Time
 - Option 3: N minutes Before Session End Time

Example:

Session Time – 10:00 to 12:00 pm

N minutes: 30

If the selection is option 1: Closing time for booking will be 9:30

If the selection is option 2: Closing time for booking will be 10:30

If the selection is option 3: Closing time for booking will be 11:30

Blog / Article

Objective: To post the Article about diseases or any other information for the public to view can be posted and user can post the their comments about the same.

Comments received from public will be sent to hospital administrator for approval and after approval it will be displayed for public in your hospital profile page.

View Blog

My Blogs

How To Gain Weight - Advice For The Hard Gainer
[View] [Delete] Published and Approved
Posted by GANESAN on December,31,2010 01:35:36 PM under Fitness » category.
First off all let's discard that first complaint you are likely to give: "Nothing seems to work, I can eat tons and no matter what I don't gain weight!". Trust me when I say this, unless you have a tape worm the size of a baby's arm or a serious medical condition you will gain weight and I guarantee that you are not eating enough if you aren't putting the weight on. I thought at one point I was eating a lot, until I was shown the light. Gaining or lost ... [Read More »](#)
Tags: Fitness, Health Tips

risks of influenza - let's keep it real
[View] [Delete] Published and Approved
Posted by GANESAN on December,31,2010 11:11:31 AM under
So this year's 'flu season is finally upon us and already this is all this "doom and gloom" around 'flu truly justified? remains stubbornly static at around 3000 deaths per day includes deaths where flu was felt to be a significant co-factor they might well have died from any viral illness they contracted ... [Read More »](#)

Comments (0) »

To post new Blog or Article

Archives
» December, 2010 (5)

Post Blog / Article

Category

Title of the Article

Tags (Keywords)

Content (Description)

Publish check box (Publish or not to Publish the Article)

DrSupport.in
Ganesan Hospital

LOGOUT

BLOG BOOKING HOSPITAL DOCTOR VIEW SCHEDULE MIS REPORT CHANGE PASSWORD PUBLISH JOB

My Blogs

Post Your Blog

Category : Medicine

Title :

Tags :

Content :

☐ Publish?

Recent Blogs

- How To Gain Weight - Advice For The Hard Gainer
- risks of influenza - let's keep it real
- a valid argument on the treatment of self-inflicted diseases
- Health Professionals and Social Media
- Health Care and the Environment

Archives

- December, 2018 (5)

Categorywise

- Doctors (1)
- Fitness (1)
- Health Tips (2)
- Medicine (1)

Tags

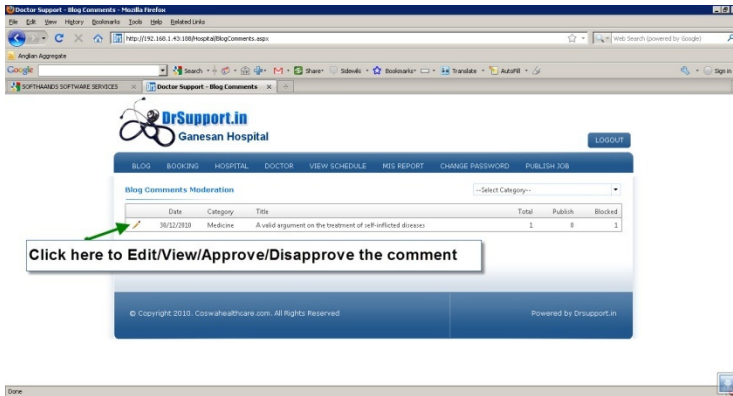
- Fitness (1)
- Health (2)
- Health Care (1)
- Health Tips (2)
- self-inflicted (1)

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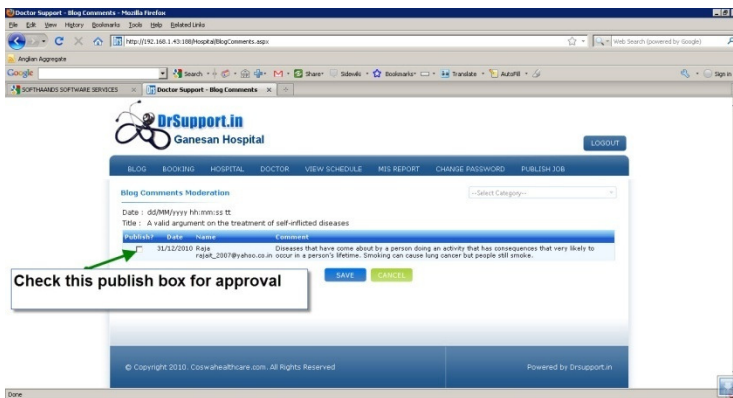
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View Comment List

Blog menu - Comments



Edit/Approve/Disapprove comment



Change Password

Type old password and new password and confirm the new password and click Update button to save the same.

Change Password

To reset your password, provide your current password

Old Password :

New Password :

Confirm Password :

UPDATE

Functionality applicable to Hospital Front-Office Clerk

- ✓ Token Booking Screen
- ✓ Change Password
- ✓ Ticket Management
- ✓ Logout

Change Password

Type old password and new password and confirm the new password and click Update button to save the same.

Change Password

To reset your password, provide your current password

Old Password :

New Password :

Confirm Password :

TECHNICAL SUPPORT

Ticket Management

Objective:

Users can send us feedback/comment/testimonials via ticket management. We will attend those tickets and implement the same. Users can view the status and add comments if any regarding the same.

Ticket Categories:

- To request for new feature.
- To report a problem
- To send a suggestion
- To send a testimonials about our software system
- Others (if any)

New Ticket

- Create a new ticket

BOOKING HOSPITAL TICKET DOCTOR VIEW SCHEDULE BLOG LOGOUT

New Ticket

[New Ticket](#)

Ticket Summary :

Created On : Dec 24 2010 Category :

Created By : Status : New

Description :

B I U A * * *

This is about a need of a new report MIS report format which will..

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Viewing the status of a Ticket and adding a comment to the same.

DrSupport.in Ganesan Hospital

BOOKING HOSPITAL TICKET DOCTOR VIEW SCHEDULE BLOG LOGOUT

All My Tickets

[New Ticket](#)

Summary	Status
Request for Additional feature	
Provide us a new report format	New View Status

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DrSupport.in Ganesan Hospital
Healthcare Portal



[BOOKING](#)
[HOSPITAL](#)
[TICKET](#)
[DOCTOR](#)
[VIEW SCHEDULE](#)
[BLOG](#)
[LOGOUT](#)

Active Ticket
[New Ticket](#)

Ticket Summary : **Provide us a new report format**
Created On : Dec 24 2010 Category : Request for Additional feature
Created By : Status : New
This is about a need of a new report MIS report format which will...

Activity

Attachments

By Dec 24 2010 04:41 PM
In the same report add one more additional column...

Leave a Comment :

B

I

U

A

•

•

•

SUBMIT

CANCEL

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On-line Chat

In DrSupport.in website, on-line chat tool is available so that public can do any chatting with us. Via chatting, you can clear your doubts or give us feedback or get an easy guidance from us. You can find chat tool in footer. If it is ONLINE, then you can click on that and start the chatting with us.

Call centre

044 – 30 20 0000

- ✓ Public can make the booking via call center.
- ✓ Call center people acts an consultant to public. They guide the public about right hospital and right doctor to approach.

TROUBLE SHOOTING

Call Center Number: 044 – 30 20 0000

DrSupport.in website not accessible

Step 1: Check whether you can access other websites.

e.g. Google.com

Step 2:

If other sites are also not accessible, check your MODEM and Internet connectivity.

If other sites are accessible, then retry, still you are not able to do it, then contact call center for help.

Unable to Login

Step 1: Contact Call centre **044 – 30 20 0000**

Forgot Password

Step 1: In DrSupport.in website, try to access through the Forgot password facility.

Step 2: If you are still facing problem, then contact call center.